

I am reaching out to our entire ARC community to update you as the global response to COVID-19 (coronavirus) takes shape and its impact is felt across the regions we serve. Our company began social distancing, remote work, and other precautionary practices at the onset of the pandemic to ensure the health, happiness, and productivity of our employees. As education advocates and leaders in our own communities, we are also working to support those hit hardest by COVID-19. The health and safety of our districts and the education of all our students are incredibly important to our team at ARC.

We are committed to **maintaining a high level of customer service during potential school and business closures**. Your Account Manager, ARC Coach, and Program Consultant are available by phone and email while they work from home. Our **Customer Care** team can be reached at (866) 810-2665 and [customercare@americanreading.com](mailto:customercare@americanreading.com). **SchoolPace tech support** will be provided Monday–Friday, 8:00 am–8:00 pm ET, at (866) 810-2665 and [schoolpace@americanreading.com](mailto:schoolpace@americanreading.com).

As a life-sustaining business within the information sector, [as defined by the state of Pennsylvania](#), **American Reading Company and our warehouse operations will remain open** and our team is happy to hear from you. We do not anticipate any significant delays related to shipping or fulfillment and will communicate directly about any changes to shipment timelines.

SchoolPace schools and districts will have access to free online resources for students, families, and educators **through ARC Bookshelf®**, including IRLA/ENIL Toolkits, eBooks, and grade-level Research Quests.

Districts and schools that purchased professional learning will receive **Virtual Professional Development** with our Virtual Learning Package, which includes access to ARC Bookshelf, ARC Adventures®, and the Curriculum Resource Center, at no added cost for the remainder of the school year. We will not be hosting our annual summit in King of Prussia in May, but we will continue to expand our calendar of [free leadership webinars](#), available to all educators.

[Explore Online supports »](#)

Given how fast this situation is changing, we will be monitoring all fronts closely over the coming days and weeks. We know that you will be immersed in crisis response plans and respectfully offer our solidarity, with a promise to allow you both the space and the support you need. Whatever happens, we are with you!



Jane Hileman  
*Founder and CEO, American Reading Company*

